



CITY OF HOUSTON

Job Posting

1	Applications accepted from:	All Persons Interested
2	Job Classification	Senior IS/IT Help Desk Coordinator
3	Posting Number	PN# 106670
4	Department	INFORMATION TECHNOLOGY
5	Division	Client Services
6	Section	Helpdesk
7	Reporting Location	611 Walker 9 th Floor
8	Workdays & Hours	Shift work +
		*Subject to change
9	<u>DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS</u> Provides support for moderately complex problem resolution involving mainframe applications, systems software, local area network (LAN) connections, computer hardware (i.e. network servers, printers, terminals, and modems), and computer software packages (i.e. word processing, spreadsheets, electronic mail, and calendar applications).	
10	<u>WORKING CONDITIONS</u> This position occasionally requires stooping or bending. Occasional very light lifting, such as three or four reams of papers or books may be required.	
11	<u>MINIMUM EDUCATIONAL REQUIREMENTS</u> Requires an Associate's degree in Computer Science, Information Science, Electronic Technology or a closely related field.	
12	<u>MINIMUM EXPERIENCE REQUIREMENTS</u> One year of experience in troubleshooting and diagnosing computer malfunctions in a mainframe and/or microcomputer environment are required. Two years of experience requiring troubleshooting and diagnosing of computer malfunctions in a mainframe and/or microcomputer environment may be substituted for the degree requirement.	
13	<u>MINIMUM LICENSE REQUIREMENTS</u> None	
14	<u>PREFERENCES</u> Preference will be given to those applicants with Helpdesk experience, and familiarity with current Citywide applications and technical services.	
15	<u>SELECTION/SKILLS TESTS REQUIRED</u>	None
16	<u>SAFETY IMPACT POSITION</u> <input checked="" type="checkbox"/> Yes No If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.	
17	<u>SALARY INFORMATION</u> Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The salary range for this position is: Salary Range - Pay Grade 14 \$861.00 -\$1,159.00 Bi-Weekly \$22,368-\$30,134 Annually	
18	<u>OPENING DATE</u>	September 14, 2005
19	<u>CLOSING DATE</u>	September 20, 2005
20	<u>APPLICATION PROCEDURES</u> Original applications only are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker, Garden Level. Successful candidates will be notified of their application status. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided. If assistance is needed, our TDD phone number is (713) 837-9496.	
	An equal opportunity employer	